

Elite SCREENS

Tension2 Electric Screen CineTension2 Series Users Guide



Important Safety and Warning Precautions:

1. Be sure to read this manual before use and follow the procedures as specified:
 - ✧ Put this manual in a safe place where it can be easily obtained for future reference.
 - ✧ To avoid possible product damage, do not use the accessories not recommended by the manufacturer.
 - ✧ Handle the device carefully during transportation and installation.
 - ✧ Do not set up the screen on an uneven or inclined location.
 - ✧ Do not set any heavy objects on the power cord and arrange it properly to avoid it becoming a trip hazard.
 - ✧ To prevent electrical shock or fire, do not overload the power cord.
 - ✧ Do not allow any liquids or moisture into the electric mechanism. Never handle any electrical devices if you are wet or in direct contact with any other water source.
2. Always disconnect the power when replacing any accessories in order to avoid risks of a short circuit or an electric shock.
3. There are no user serviceable accessories in the device. Only an authorized Elite Screens technician is permitted to open the product casing and work on the internal parts. Failure to do so will void the warranty.

(User Tip) Make sure that the product voltage connection is compatible with the power source outlet. The rating label on the product indicates the voltage rating.

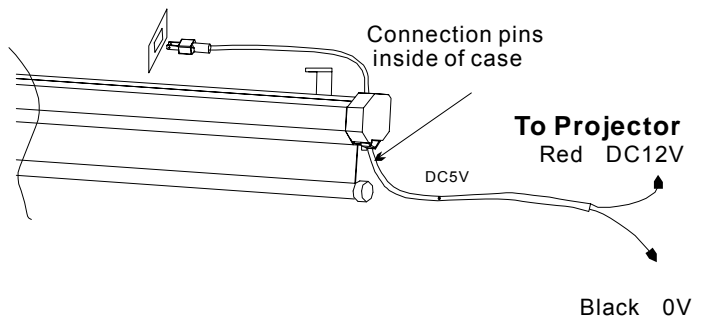
(Environmental Tip.) In compliance with EPA regulations, please utilize the appropriate facility when in need of product disposal at the end of its operational lifetime.

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4. Do not use this product under the following circumstances:
 - 1) During a heavy storm, wind, rain, thunder or lightning.
 - 2) To ensure a maximum product life, avoid direct sunshine, water or moisture.
 - 3) Keep away from fire sources and high temperatures to prevent overheating.
 - 4) Disconnect the power supply first before transportation or maintenance.

Control System:

1. Optional 12V Trigger:

12V trigger for your new Elite CineTension allows your screen to synchronize its drop and rise with the projector's power cycle. The screen Drops when the projector powers up and retracts when the projector powers down.

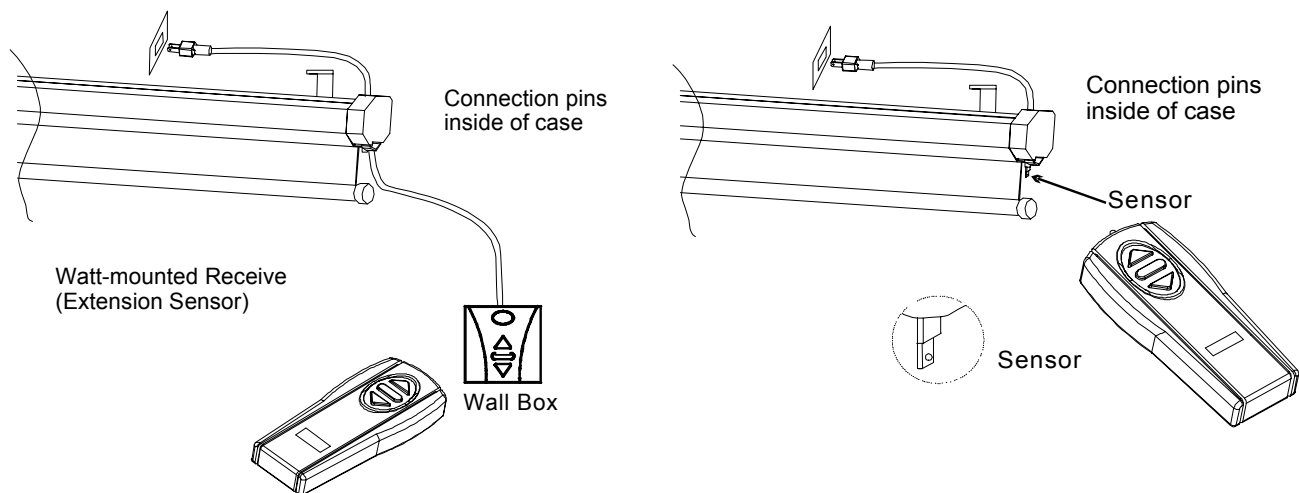


Video Projection Interface

2. IR (Infrared) Wall Box Kit and Eye Receiver:

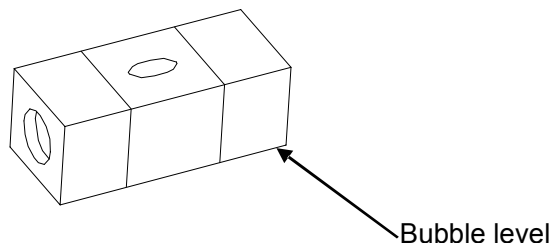
The Wall Box Kit contains an IR receiver and enables the consumer to use either the IR remote or hardwire controls to operate the screen's drop/rise capabilities. The IR Eye protrudes from the bottom of the casing to present a low profile line-of-sight control option for your IR remote.

It is a low-visibility alternative to using the wall box kit and its ability to protrude from the bottom of the screen allows line-of-sight control even in a recessed ceiling installation.



3. Bubble Level:

Included with the installation package is a small bubble level that can be useful in determining if the screen is perfectly level when installing.



NOTE: ① Please use the Down side as the bottom.

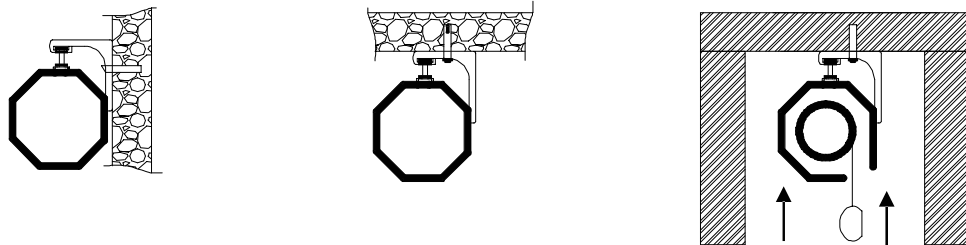
② The Bubble should be in the middle position to determine that it is level.

IMPORTANT SAFETY INSTRUCTIONS

Please read this guide prior to installation.

- Make sure the current rating is equal to that of the appliance rating when an extension cord is Used.
- Do not use any accessories not provided by the manufacturer with this screen. We will not be responsible for any risks of fire, electric shock, or injuries resulting from the misuse of this product with accessories not designed for it.
- Make sure the screen is mounted at a perfect horizontal level. We suggest consulting with a professional if you are uncertain on how to perform a proper installation.

INSTALLATION



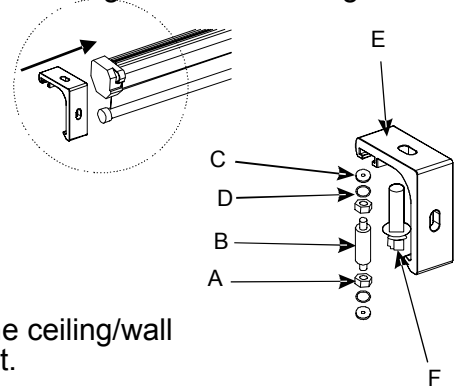
**Allow 2" of spacing between the front and back of the screen*

- Masonry Anchors are used on concrete/masonry wall/ceilings; Plastic drywall anchors are included for drywall mounting
- Wood screws are to be used for wooden wall/ceiling studs on screen sizes less than or equal to 120 inches (diagonal). Masonry anchors should be used for wall/ceiling installations of screen sizes greater than 120 inches (diagonal).
- Install the Aluminum Extruded Hanger Set onto the slide channel and move to the desired position before locking it by tightening the connecting bolt.

MOUNTING ACCESSORIES

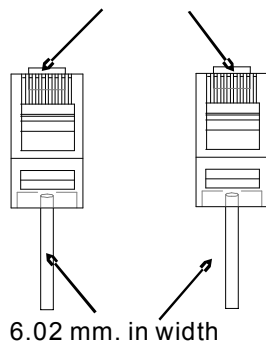
- | | |
|-----------------------|----------------------------|
| A. Screw Nut (M10)*4 | E. Alum Extruded Hanger*2 |
| B. Bolt*2 | F. Masonry Anchor*2 |
| C. Screw Nut (M6)*4 | G. Plastic Plug*2 |
| D. Washer*4 | H. Wooden Screw*2 |

Upon assembly, the bracket will slide into the casing rails for mounting.

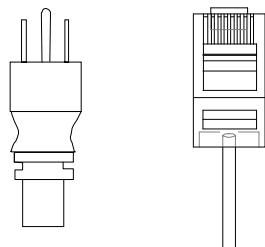


Warning: These are standard accessories included with the ceiling/wall brackets. Models may vary but anchors will not.

AAA

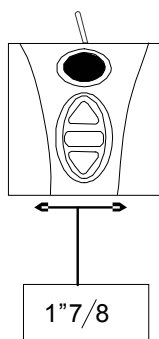


The 4 prong cable will be connected from the wall box to the screen.

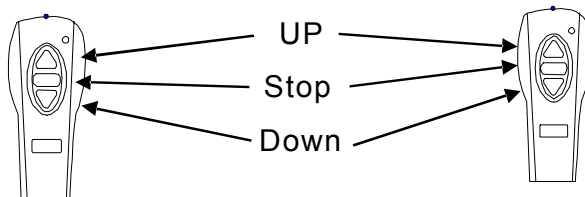


The 3 prong cable will be connected from the outlet to the control box.

Although the IR remote requires direct line of sight with the wall box in order to function, the wall box can be hidden from sight, and operated using the RF remote. When depressing the directional buttons you should hear a faint click signifying that the signal successfully transmitted to the screen.



IR Receiver



IR codes
Up = 0XDD
Stop= 0XCC
Down= 0XEE

The **IR** (Infra-Red) remote has a range of 15 Ft. with an AAA battery size

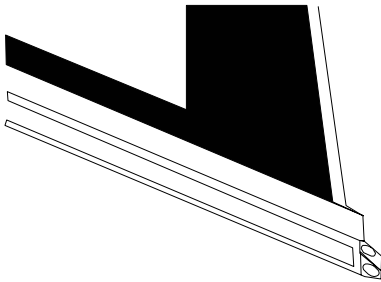
The **RF** (Radio Frequency) remote has a range of 30 Ft. with an AAA battery size

** Please remember to always point to the wall switch receiver when using the IR remote. The IR remote can also work with Universal Learning Remote Control usually by programming the Screen's IR codes in your Universal Learning Remote.

FOR REFERENCE ONLY:

Tension Screen Adjustment

(Attention: This adjustment is not required. The screen's tension has been set to achieve its best performance. Always contact an Elite Screen Technician for assistance to avoid damaging the screen and voiding your warranty.)



Pulling the knob and turning it Clockwise it will create more tension to the screen. By pulling the knob Counterclockwise it will start to release tension

Trouble Shooting

If the electric screen does not move, please check the following:

1. Check the power supply first. The screen will understandably not move without power.
2. Make sure the power cord is firmly plugged to the power outlet.
3. Make sure that all cable connections are secure.
4. If the screen works well with the line switch but not with the remote control, please make sure the remote controls have fresh batteries or replace them with new ones. Change the battery every 6 Months to ensure proper operation of the remotes.
5. For all other problems, please contact Elite Screens at Techsupport@elitescreens.com
Or call 1-877-511-1211 Ext. 202 / 234.

FAQ's

1. Q: What are the differences between the IR and RF remotes?

A: An IR (Infra-Red) remote is designed for short distance use, like your typical television remote. IR requires direct aim at the IR receiver located inside your 3-way wall box. RF remote control is designed for long distance use. The RF code is unique only work to your 3-way wall switch that also came with your screen. If the RF remote control is lost or destroyed, the entire 3-way wall switch will need to be replaced in order to continue having RF control.

2. Q: How is the screen material cleaned?

A: The screen material can be cleaned with mild soap and water only. Do not use cleaning substances, chemicals, or abrasives as it will damage the screen material.

3. Q: What type of batteries do the remote controls use?

A: The IR and RF remote controls use AAA alkaline batteries.

4. Q: Can you manually pull down this electric screen?

A: Absolutely not, manually pulling down the screen will damage the electronic motor rolling system.

5. Q: Can the electric screen be used in 220-volt outlets?

A: No, the screen can only be used in 110-volt outlets.

6. Q: What is the recommended distance my first row of viewers should be at?

A: The recommended minimum distance should equal the diagonal width of your screen viewing surface. However, this may vary depending on the projector type and lighting environment.

7. Q: How high should I hang the project or screen?

A: The recommend lowest level of the projector screen should at an eye level of the first row seat.

8. Q: Whom do I call for Technical Support or a Trouble Report?

A: The best way to report a problem is to send an email to Techsupport@elitescreens.com

Warranty Policy - Electric Screens

One (1) year warranty parts and labor from purchase date as follows (except for refurbished units as specified below):

Refurbished units carry a **90-day** parts and labor warranty.

Demo units or open box items carry a **full 1-year** parts and labor warranty.

Each party will be responsible for one way shipping during the warranty period.

A RMA (Return Merchandise Authorization) number must be issued in order to process a replacement or to authorize a return for warranty repair. Elite Screens will, at their sole option, replace or repair the defective unit with a brand new replacement *(see exceptions below) after the defective unit is received. Once the product is received, Elite Screens will send out a new *unit to the customer by ground service (subject to inventory availability). **Please do not return** any unauthorized items to Elite Screens, as they will be refused. The RMA number must be included on the outside label of your shipping box and shipping documents. Our warehouse is not authorized to accept returns without an RMA number on the shipping label. RMA numbers are valid for 45 days from the date of issue.

Missing Parts must be reported within 7-days of receipt. If reported after 7 days, customer will be responsible for shipping and handling fees. If reported after 30 days of receipt, customer is responsible for cost of the parts and shipping & handling fees.

Warranty Policy-Damages

- All shipping damages must be reported within 7 business days upon receipt of the product. After 7 days, the Customer is responsible for all incurred costs.
- Inspect all shipments upon arrival. If damage or loss is apparent upon delivery do not accept the shipment until you make a notation of the damage on all copies of the carrier's delivery receipt and have the driver sign all copies to acknowledge the notation. Do not sign a receipt for damaged or missing cartons or there will be no basis for a claim. Ask the carrier to make a detailed inspection of the damage. File a claim with the carrier. Cooperate and follow up as necessary to secure final settlement
- Immediately advise Elite Screens of all damages or problems. Do not return merchandise to Elite Screens, File your claim with the carrier and enclose copies of the bill of lading (signed by the driver) and inspection report as support. Keep all packing materials and boxes with the damaged product Do not throw anything away. Although Elite Screens will provide any assistance possible we cannot be responsible for the actual filing of claims on the carrier or accept liability for non-collectable freight claims.

For Warranty and Service requests please fill out a RMA / Service Form at:
<http://www.elitescreens.com/service.htm>

Please visit this link for full Warranty information:
http://www.elitescreens.com/service_form.htm

REGISTER YOUR ELITE PRODUCT

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TWO WAYS TO REGISTER YOUR WARRANTY WITH ELITE SCREENS INC.

A. On Line (Faster and Easier)

www.elitescreens.com/register.html

A. Fill out & Fax to (562) 926-8655, Attn: Customer Service Dept.

***Your Name:** _____

Address: _____

City/State/Zip: _____

***Email Address:** _____

***Phone:** _____

***Screen Model:** _____

***Serial Number:** _____

***Date of Purchase:** _____

***Dealer / Reseller Purchased from (name of the reseller):** _____

What is your Projector Model: _____

Application: ☐ Home ☐ Education ☐ Corporation ☐ Government
 ☐ Others

How would you rate this screen? ☐ Excellent ☐ Good ☐ Ok ☐ Improvement
Needed

Comments: _____

If you have pictures of your screen you'd like to share with us, please email your pictures to
eliteinfo@elitescreens.com

For any technical inquiries, please email to
techsupport@elitescreens.com or 877-511-1211 – Customer Service Div

For any warranty claim inquires, please email to
rma@elitescreens.com o r 877-511-1211 – Customer Service Div.